

# Retail Shops and Businesses

## Daily delivery of mail is something we all take for granted.

But we at Australia Post know that the efficient delivery of the post to over nine million addresses every working day is not really a simple process at all.

That's why we need your help. Adequate mail boxes, correctly located at all business establishments, and of a size sufficiently large to receive the range of postal articles in today's post, are absolutely essential if we are to provide our customers with a speedy and reliable delivery service.

## Australia Post's Requirements for Delivery of Mail to Retail Establishments

### Shops or Businesses which abut the Footpath

Delivery will be made to each shop or business:

- through an aperture in the door; or
- into a mail box, or to a staffed counter as close as possible to the entrance of the shop or business.

### Single Tenancy Businesses which are Set Back from the Footpath

Delivery will be made into a mail box within easy reach from the footpath boundary of the property.

### Shopping Malls

Mail will be delivered to each shop or business into a mail box, or to a staffed counter as close as possible to the entrance of the shop or business.

### Shopping Arcades

Mail for each shop or business will be delivered into a mail box or group of mail boxes located at or near the entrance to the arcade or building.

### Shopping Centres

Mail for each shop or business will be delivered into one mail box or a single group of mail boxes located:

- at or near the entrance to the shopping centre; or
- at a convenient point within the shopping centre as close as possible to vehicle parking facilities.

**Towers or office blocks** which form an integral part of a shopping centre are regarded as part of the shopping centre and mail for these businesses will be delivered to the same location as for the shops.

### Mail Box Sizes

The minimum internal dimensions of a mail box should be 330mm x 230mm x 160mm high.

Horizontal apertures should be at least 230mm x 30mm and 130mm above the base of the internal space.

Vertical apertures should be at least 330mm x 30mm and 40mm above the base of the internal space.

Single boxes should be erected so that the aperture is between 0.9m and 1.2m above the ground.

Nests of boxes should have apertures located within the height range of 600mm to 1600mm.

All boxes should have street numbers or flat or apartment numbers prominently displayed on the box.

For nests of boxes, the street number should be displayed prominently near the boxes.

In multi-storey buildings it may be necessary to provide in the building plans for a mail room or mail locker for use by the delivery officer.

### Further information required?

Contact your local Delivery Manager who will be pleased to provide further advice.